Summary Overview of Program Development Division (PDD)

Program Development Division (PDD) researches and responds to questions and inquiries from parties inside and outside of SFA. These requests most often deal with specific regulatory and historical issues related to Title IV programs and their administration. PDD works predominantly in the development of regulations and policy-based guidance.

Primary Customers: Schools, Financial Partners, Department of Education Staff, External Governmental Agencies, Media, Parents, and Students

Services Offered:
- Functions as historical repository for policy guidance related to SFA Title IV programs
- Provides regulatory and historical information to SFA groups
- Filters administration goals, objectives, and regulatory constraints into existing and new programs, as well as responding to changes in program purpose or details
- Responds to changes in program purpose or details
- Acts as an information resource to SFA groups regarding Title IV programs
- Develops guidance that offers maximum flexibility for schools, students, and financial partners to operate, while maintaining integrity of the programs

Operating Partner: N/A
PDD Contact Name: Anthony Jones
PDD Contact Phone: (202) 401-4116
Location: Washington, DC
Hours of Operation: Monday - Friday   8 am – 5 pm EST
Phone Numbers: (202) 708-8242
Fax: (202) 708-7196
Email: anthony.jones@ed.gov
Web site: N/A

Call Volumes

Annual Call Volume: PDD does not track calls
Average Monthly Call Volume: PDD does not track calls
Peak Month/# of Calls: PDD does not track calls

Narrative of the Process of Developing Regulations

When the need arises to develop a new regulation, PDD will conduct listening sessions around the country. During these listening sessions, PDD will sometimes bring information with them but mostly they will listen to what the community wants. PDD will then compile all the comments from these listening sessions. Next, a Federal Register is published calling for participants for negotiated rulemaking. Once it is determined who will participate, the meetings are conducted. The first meeting is to inform members of the meeting schedule. Meetings are usually held once a month for about four to five months. During the final meeting, members decide whether to go forward with the regulation or to hold it. If it goes forward, PDD then publishes the NPRM. Public comments are received, analyzed, and responded to by PDD. The preamble and regulatory language is then drafted. PDD prepares regulatory packages for review and clearance by senior executives. If the senior executives approve the regulation, it is published and posted on IFAP.
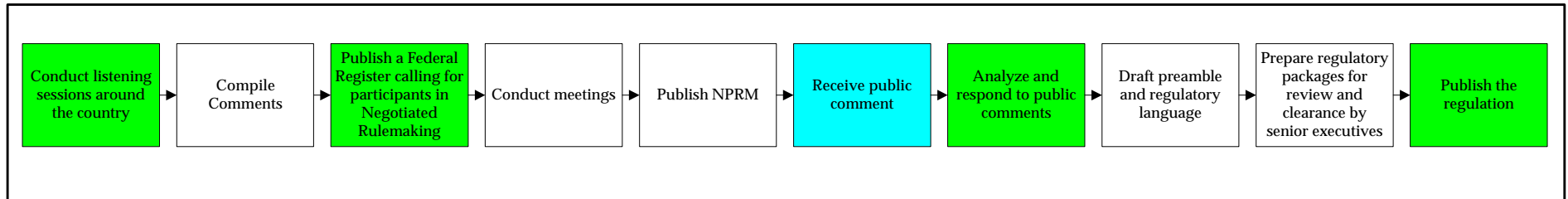
Narrative of Developing Policy Guidance

PDD recognizes a need for policy guidance from many different sources. This need may be in the form of questions at conferences regarding a change in the law that may be confusing. It also may come in the form of a request from the Office of Postsecondary Education. PDD may also receive correspondence from Department of Education staff, lenders, schools, operating partners, associations, or Congress. Once the need for guidance is recognized, PDD management clarifies the need and assigns the task to a PDD staff member. That staff member will research the issue using prior history, prior guidance already given, related issues, meetings with related SFA areas, community meetings, or focus groups. After researching, a draft document is written. Documents published by PDD can include:

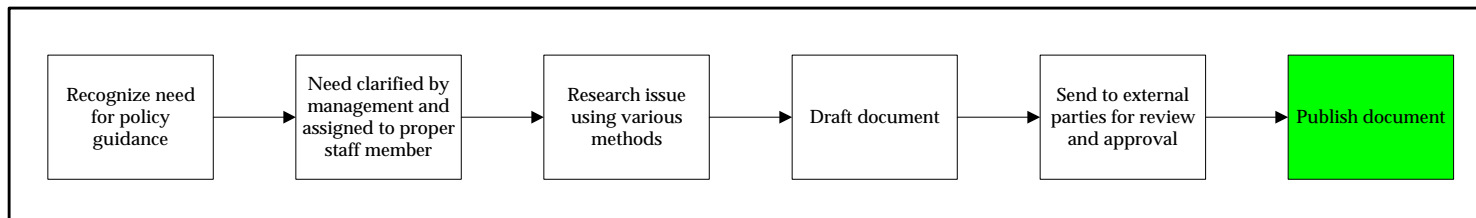- Dear Partner Letters
- Notices
- Control Letters
- IFAP announcements
- Decision Memos
- OMB Reports
- Media Calls and Responses
- Technical Assistance to Congressional Staff

The document is then reviewed and approved by designated parties. Documents can be reviewed by OGC, OPE, Case Management, Title IV Operations, OMB, OIG, or other parties. Once the document has been approved, it is published.

Process of Developing Regulations

```
[Conduct listening sessions around the country] → [Compile Comments] → [Publish a Federal Register calling for participants in Negotiated Rulemaking] → [Conduct meetings] → [Publish NPRM] → [Receive public comment] → [Analyze and respond to public comments] → [Draft preamble and regulatory language] → [Prepare regulatory packages for review and clearance by senior executives] → [Publish the regulation]
```

Process of Developing Policy Guidance

```
[Recognize need for policy guidance] → [Need clarified by management and assigned to proper staff member] → [Research issue using various methods] → [Draft document] → [Send to external parties for review and approval] → [Publish document]
```

3

Employee Information

Total Number of Program Development Division related employees: 27 staff members, 2 interns
*Includes all administrative and support employees
Total number of seats in the center: N/A
Percentage of day spent on clients other than SFA: 81%
Customer Service Representative Segmentation: PDD is divided into four sections: (1) Grant Programs; (2) Loan Programs; (3) Federal Direct Loans; and (4) General Provisions